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Interagency Secretarial Conference  
McLean Hilton  
7920 Jones Branch Drive, McLean, VA  
Wednesday, 27 May 1987  
8:30 AM - 4:15 PM

**THEME: Aspects of Professionalism**

	8:30-8:45	Arrival/Registration	Jean/Kendall/Dottie
	8:45-9:00	Welcome	
STAT	9:00-9:15	Opening Remarks	[redacted], Director, Office of Information Technology
STAT	9:15-10:15	Professionalism of the Secretary from an Office Manager's Perspective.	[redacted], Deputy Chief, Information Management Staff
STAT			AND [redacted] Chief, [redacted] Engineering Group
	10-10:15 10:15-10:30	BREAK	
STATS -11	10:30-11:15	Professionalism from the Executive Secretary's Position	[redacted] Secretary to Executive Director AND [redacted] Secretary to Deputy Director for Administration
STAT ILLEGIB			<i>talk about congen solid task force personnel earlier advice</i>
	11:30-12:45	WORKING LUNCH	Luncheon Speaker
STAT		Developing your Professional Potential	[redacted], Chairperson, Agency Wang Users Group
STAT	12:45-2:45	Professionalism in Personal Appearance --Color analysis and wardrobe consulting	[redacted], The Color Connection
	2:45-3:00	BREAK	
STAT	3:00-4:00	Professionalism in Office Protocol --First impression of the office occurs at the front desk	[redacted] DP Associates
	4:00-4:15	Wrap-up/Evaluations	

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23 April 1987

STAT

MEMORANDUM FOR:

FROM:

SUBJECT: Draft of Secy Agenda/D/OIT

xxx Nancy:

--Attached is a draft agenda for the OIT Secretarial Conference on 27May87.

--Would you put a big circle around Ed's portion and just FYI let him have a quick glance at it? He can go another direction if he wants. I just suggested a few possibles....office, even an office of the future, just cannot operate or function without the secretary. No matter how much one automates....secretary is still indispensable.....

\*\*\*\*\*

1. Above the line--I have put a topic title to reflect the conference theme "Aspects of Professionalism."
2. Below the underline--I've jotted down some points, ideas, thoughts, to be included.
3. The final version will have only the write up above the line. And the right margin reference to how many minutes will not appear.

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## ADMINISTRATIVE - INTERNAL USE ONLY

Draft agenda  
 SEC GEN4 SCRIPT A  
 per 4/15/87

Interagency Secretarial Conference  
 Location: McLean Hilton  
 Wednesday, 27 May 1987  
 8:30 AM - 4:15 PM

THEME: Aspects of Professionalism

STAT	8:30-8:45	Arrival (coffee)		15 min
	8:45-9:00	Welcome		15 min

-Introduction to the conference

STAT	9:00-9:15	Opening Remarks		15 min
------	-----------	-----------------	--	--------

-Role of secretaries in the  
 changing technological  
 environment.

-Basic skills will be as  
 important as ever.  
 -Automation doesn't replace,  
 but enhances secretary's  
 job.  
 (Nancy will introduce Ed)

Director,  
 Office of  
 Information  
 Technology

ILLEGIB

STAT	9:15-10:15	Professionalism of the Secretary from an Office Manager's Perspective.		1 hr
------	------------	--	--	------

Deputy Chief  
 Information  
 Management Staff

STAT

-Mgrs to talk about what  
 they want, their expecta-  
 tions.  
 -What it takes to make a  
 professional secretary--  
 professional.  
 -Develop good work habits  
 -Stay up to date on latest  
 terminology  
 -A good reference source,  
 seems to know where to find  
 answers to questions asked  
 by others.  
 -Maintain a loyal attitude to  
 the boss and to the office,  
 even in times of stress  
 -Must learn to be flexible,  
 able to cope with change.  
 -Hone your fundamental skills  
 in grammar, punctuation,

Chief, Network  
 Systems Engineering  
 Group

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## ADMINISTRATIVE - INTERNAL USE ONLY

- spelling, stenography, typing
- Continue your education
- No education is ever wasted
- Increase your value to managers by helping them achieve more by working together (you & your mgr) for greater team success

10:15-10:30 BREAK 15 min

STAT

10:30-11:15 Professionalism from the Executive Secretary's Position 45 min

STAT

- 
- Hold one of the most versatile and demanding positions in the work force today
  - An extension of your boss, a true professional.
  - Career development of the secretary--experience gained from each position.
  - Develop a support network--get involved, exchange ideas--your contacts can be invaluable
  - Keep a positive attitude
  - Be flexible
  - Keep your sense of humor
  - Anecdotes/vignettes on where you've been and where you are now.

Secretary to Executive Director

Secretary to Deputy Director for Administration

11:30-12:45 WORKING LUNCH

STAT

Luncheon Speaker 1hr/15min

- Developing your Professional Potential
- Participate in professional organizations, activities
  - The Agency Wang Users Group

Chairperson, Agency Wang Users Group

- 
- Everyone here is a Wang User
  - You'll grow if you participate and become involved.
  - Opportunity to meet your fellow Wang users.
  - Develop support network within Agency to encourage sharing of information.
  - Exchange ideas, share your

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## ADMINISTRATIVE - INTERNAL USE ONLY

problems with users. Perhaps  
someone has answers and  
solutions.

-What's happening in the Wang world.

-What's happening in our world,  
Wangwise.

-Services available to users

Wang Equipment Repairs

Wang Action Center

Newsletter Distribution

-Wang Training

-Handouts

-Q&A

-Join the Agency Wang Users Group

STAT

12:45-2:45

Professionalism in Personal  
Appearance

-Color analysis and  
wardrobe consulting

The Color  
Connection

2 hrs

---

1 Color Analysis

2. Make Up (55 mins)

STRETCH BREAK (10 mins)

3. Body Type--touch on

4. Wardrobe (55 mins)

5. Accessory--touch on

Belts

Necklaces

Scarves

2:45-3:00

BREAK

15 min

STAT

3:00-4:00

Professionalism in Office  
Protocol

-First impression of the  
office occurs at the  
front desk

DP Associates

1 hr

---

-The importance of  
conveying a professional  
image.

-Create positive impressions

PLEASE COVER:

HOW THE PHONE IS ANSWERED

HOW GREET VISITORS

INTERPERSONAL BEHAVIOR

Telephone:

-reputation of office.

-clear impressions of the

office based on the way phone  
calls are handled.

-good PR in often starts on the

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ADMINISTRATIVE - INTERNAL USE ONLY

telephone.

Visitors:

- how to greet visitors.
- your initial reception of visitors.
- takes tact to make visitors feel welcome and important.
- keeping them waiting an unreasonable length of time is not just a poor business practice, it's disrespectful, whether on the phone or sitting in reception area.

Impressions & Behavior:

- office demeanor.
- develop excellent interpersonal skills.
- front line contact and image of the office.
- make the office a more pleasant place for everyone to work.

STAT

4:00-4:15

Wrap-up

15 min

---

-Fill out Evaluations.

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8 MAY 1987

MEMORANDUM FOR: OIT Secretaries  
OIT Administrative Assistants

25X1 FROM: [REDACTED]

OIT/HRP/Training Staff

SUBJECT: 1987 OIT Secretarial Conference

25X1 1. Welcome to the 1987 OIT Secretarial Conference. This conference will be conducted on Wednesday, 27 May 1987, at the McLean Hilton, 7920 Jones Branch Drive, McLean, Virginia. Attached are directions to the hotel, and directions [REDACTED] The hotel is located on the next street, a block away from

2. Also attached is an unclassified copy of the conference agenda. You may take this with you to the conference. The conference hours will be 8:30-4:15. Lunch will be provided.

3. For your information attached is a classified list of attendees. (Absolutely, do NOT take this with you.)

4. Due to the cover status of some of the individuals who are attending this conference, the conference will be posted in the McLean Hilton as the Interagency Secretarial Conference. Please do NOT ask for the CIA Conference or the OIT Conference.

25X1 5. In case of an emergency, please contact the Security Duty Office, [REDACTED] The roster for the Conference will be given to the Security Duty Office and they will contact me at the McLean Hilton. I will, in turn, give you the message. Please do NOT have people try to reach you at the McLean Hilton.

25X1 6. All of you have confirmed that you will be attending. If for any reason at the last minute you are unable to attend, please call my office by COB 24 May on [REDACTED] On 25 May, I must give the final count to the hotel.

25X1 7. The Training Staff consisting of [REDACTED]  
25X1 [REDACTED] as well as myself, will be on site to greet you upon your arrival on Wednesday morning, 27 May, at the McLean Hilton. We are all looking forward to seeing you there.

25X1 Attachments:

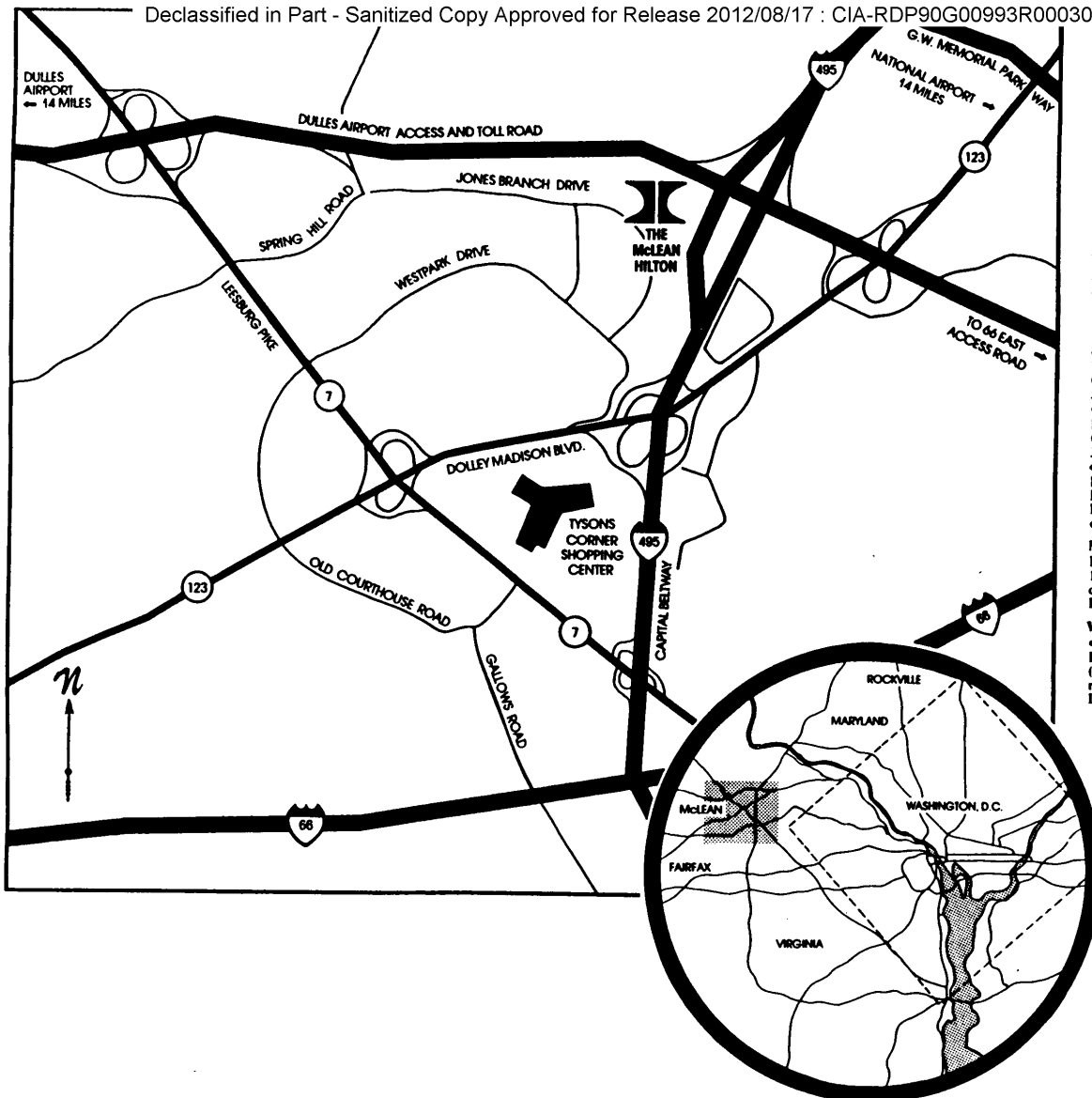
- 25X1 1. Attendee List [REDACTED]  
25X1 2. Agenda [REDACTED]  
3. Maps

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**THE McLEAN HILTON**  
 7920 Jones Branch Drive  
 McLean, Virginia 22102  
 (703) 847-5000

**DIRECTIONS FROM:**

**AIRPORTS**

- Dulles International Airport  
 Dulles Access Road East to Exit 8 (Spring Hill Road). After toll, right on Spring Hill Road. Left at first light onto Jones Branch Drive. Hotel is one mile on left.
- National Airport  
 George Washington Parkway (9 miles) to McLean Exit onto Route 123 South, continue towards Tysons Corner (5.5 miles). Right at light next to Tysons Corner Center onto Westpark Drive. Right onto Jones Branch Drive.

**VIRGINIA**

- McLean  
 Route 123 South. Right at light next to Tysons Corner Center onto Westpark Drive. Right onto Jones Branch Drive.
- Fairfax and Vienna  
 Route 123 North. Left at light next to Tysons Corner Center onto Westpark Drive. Right onto Jones Branch Drive.
- Richmond and South  
 I-95 North to I-495 North to Exit 11 (Route 123-McLean). Left at light onto Route 123 South. Right at first light onto Westpark Drive. Right onto Jones Branch Drive.

**MARYLAND AND NORTH**

- I-495 (towards Silver Spring) to Exit 11B (Route 123 South - Tysons Corner). Right at first light onto Westpark Drive. Right onto Jones Branch Drive.

**WASHINGTON, D.C.**

- Downtown  
 I-66 West to Exit 20 (Dulles Airport) to Exit 10A (Tysons Corner - Route 123 South). Right at light next to Tysons Corner Center onto Westpark Drive. Right onto Jones Branch Drive.

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15 May 1987

25X1 MEMORANDUM FOR:

FROM:

SUBJECT: Secy Conf, Add Bernice Chisolm

25X1 I just rec'd a call from [ ] (formerly OIS office) that she is  
25X1 a secy in IRMD/CSG/OIT, works with [ ] and she wasn't  
invited to the OIT Secretary Conference and would like to attend.  
She is an IS Secretary. I will add her name to the list of  
Attendees and send her a complete package.

25X1 [ ] is iffy about attending,  
25X1 [ ] will definitely know one way or the other by 24 hours  
before the Conference and notify me if she cannot attend.

25X1 Attached is revised attendee list with [ ] added.

25X1 NOTE TO [ ]: I called [ ] (GOG) Admin Asst. because  
she wanted to attend (you said you asked her but she was going to  
be on A/L). Well she is not going to be on A/L. So I called to  
say I'll add her....she said forget it. That she was just handed  
25X1 a notice that requires her to be at [ ] on 26 & 27 May. So  
she apologized for her on again/off again request to go to Secy  
Conf.

25X1 [ ]

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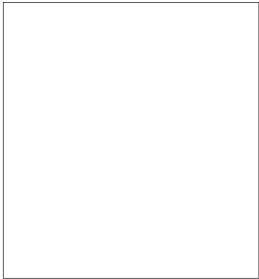
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3 March 1987

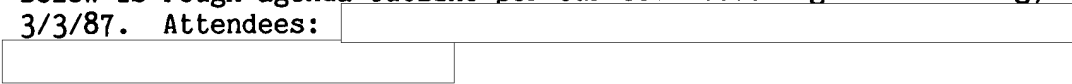
STAT  
MEMORANDUM FOR:



FROM:

SUBJECT: 1987 OIT Secretary Conference Committee Mtg Notes

Below is rough agenda outline per our committee mtg this morning,  
3/3/87. Attendees:



Terry, Eleanor will help Jean pull the conference together.  
Nancy, Diane will be our guiding lights, advisors, consultants.

Ruff-ruff Agenda:

OIT/Interagency Secretarial Conference  
Wednesday, 27 May 1987  
Location... TBA  
8:30-4:00

STAT

15 mins	8:30-8:45	Arrival, Coffee	Jean/Kendall
15 mins	8:45-9:00	Welcome, Coffee	Jean/Kendall
20 mins	9:00-9:20	Opening Remarks, D/OIT	
20 mins	9:20-9:40	Brenda, EXDIR's Secy	Brenda ?
20 mins	9:40-10:00	DDA's Secretary	Becky ?
15 mins	10:00-10:15	BREAK	
45 mins	10:15-11:00	A Manager...his expectations	Terry ask Gary?

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## ADMINISTRATIVE - INTERNAL USE ONLY

## of his Secretary

40 mins 11:00-11:40 Telephone/Office Etiquette Jean-ck w/OTE?

1 hr 11:40-12:40 LUNCH

STAT

1 hr 12:40-1:40 Color Analysis & Wardrobe Consult

1 hr 1:40-2:40 " " " " " "

15 mins 2:40-2:55 BREAK

STAT

1 hr 2:55-3:55 Motivation (last yr) Something different (maybe she can give some suggestions of topics. (call

STAT

15 min 3:55-4:10 Wrap-Up & Evaluation Jean/Kendall

## NOTES:

- #1 - Get Date.....done (Wed. 27 May 87)
- #2 - Get Speakers..(mtg not any good, if you don't have your spkrs)
- #4 - Confirm Spkrs - materials? cys? we provide?, they provide,
- #4 - Get location...(should fall into place) Gulp, I hope so.

Terry & Eleanor: Will get list of names and numbers together. To include: Secretaries, Admin Assts, B&F/Alice, Log Assts, Security Assts, Registry's Mary Lou & Betty, Training (Jean, Kendall, Dottie), HRP's Diane, (Becky & Brenda, all day? or just to speak?)

Jean: To call more hotels (Tysons Marriott...they called me this a.m.) (Now they aren't in. Telephone tag.)

Jean: To call Xerox for meeting room prices.

Terry: To ask D/OIT to speak?

Terry: To ask Gary about a dynamic/fun humor spkr for Mgr's Expectations.

STAT

Jean: To call Color Analyst...3/3/87 left call bk msg on recorder.

STAT

Jean: To call (3/3/87--no answer, will try tomorrow)

STAT

STAT

Jean: To call OTE re telephone etiquette. or To call OTE re telephone etiquette) for them to speak or recommend a speaker.

Jean: To talk w/Gary re. funds.

CAVEAT: Let me know if I misunderstood anything. Or if I missed something. Or got the wrong person doing the wrong thing.....

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8 MAY 1987

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OIT Administrative Assistants

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7. The Training Staff consisting of [redacted] as well as myself, will be on site to greet you upon your arrival on Wednesday morning, 27 May, at the McLean Hilton. We are all looking forward to seeing you there.

## Attachments:

1. Attendee List [redacted]
2. Agenda [redacted]
3. Maps [redacted]

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Interagency Secretarial Conference  
 McLean Hilton  
 7920 Jones Branch Drive, McLean, VA  
 Wednesday, 27 May 1987  
 8:30 AM - 4:15 PM

THEME: Aspects of Professionalism



	8:30-8:45	Arrival/Registration	Jean/Kendall/Dottie
	8:45-9:00	Welcome	
STAT	9:00-9:15	Opening Remarks	[redacted], Director, Office of Information Technology
STAT	9:15-10:15	Professionalism of the Secretary from an Office Manager's Perspective.	[redacted], Deputy Chief, Information Management Staff
STAT			AND [redacted], Chief, Network Systems Engineering Group
	10:15-10:30	BREAK	
STAT	10:30-11:15	Professionalism from the Executive Secretary's Position	[redacted], Secretary to Executive Director
STAT			AND [redacted], Secretary to Deputy Director for Administration
	11:30-12:45	WORKING LUNCH	Luncheon Speaker
STAT		Developing your Professional Potential	[redacted], Chairperson, Agency Wang Users Group
STAT	12:45-2:45	Professionalism in Personal Appearance --Color analysis and wardrobe consulting	[redacted], The Color Connection
	2:45-3:00	BREAK	
STAT	3:00-4:00	Professionalism in Office Protocol --First impression of the office occurs at the front desk	[redacted] DP Associates
	4:00-4:15	Wrap-up/Evaluations	

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23 April 1987

25X1  
MEMORANDUM FOR:   
FROM:   
SUBJECT: Secretarial Conference

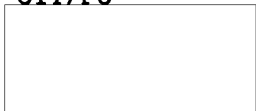
Jean, sorry I didn't get back to you before now.


There are 59 names listed below. These people said they would definitely plan on attending (unless something comes up at the last minute). Also, DFG said their secretary from Los Angeles may be here at that time and would like to come, but we won't know until closer to the date.


I told the Group Chief secretaries the specifics would be forthcoming.

25X1  
25X1 I talked to  and she said she would be leaving after the Color Analysis at 2:30, and  said she would probably leave after lunch.

Anything else let me know.

25X1  
OIT/FO  


25X1  
DFG  
 (possible attendee)

25X1  
ESG  


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31 July 1987

MEMORANDUM FOR: OIT Secretaries  
OIT Admin Assistants

FROM: C/HRP/MG/OIT

SUBJECT: 1987 OIT Secretarial Survey Report

1. HRP wishes to share with you a summary of the results of the survey taken at the OIT Secretarial Conference held last May. A copy of the results have been forwarded to the OIT Group Chiefs. Fifteen survey forms were returned from the approximately forty that were distributed at the Conference. The overall tone of these fifteen is mixed, but predominantly positive.

2. Based on this sampling, the majority of OIT secretaries feel that they have good communication with their immediate supervisor, that they clearly understand their duties, and that they are encouraged to take training.

- o 86% feel they do have good communication with their supervisor.
- o 73% feel they do have good understanding of their duties.
- o 73% feel they are encouraged to take training.

Most of the respondents had not received any career counseling and most plan to leave the secretarial field.

- o 60% had not received career counseling.
- o 33% plan to remain in the secretarial field.

3. Based on the results of this survey, the following ideas are recommended to OIT managers: keep the secretary better informed of the supervisor's schedules and activities, do more to make the secretary feel she is part of the office team, include her in decision making when issues are of secretarial interest or about office procedures, give the secretary more responsibility, and consider the possibility of enhancing the position to the next secretarial level.

STAT



Approximately 40 survey forms were given to employees at the May 1987 OIT Secretarial Conference which was held at the McLean Hilton Hotel. Following is a summary of the responses from the fifteen surveys that were returned. OIT managers will be given a report that lists the questions and gives a breakdown count of the responses plus a few comments taken directly from the returned surveys.

SUMMARY OF REPORT FROM MAY 1987 OIT SECRETARIAL SURVEY

- 73% feel that their duties are clearly understood.
- 67% get feedback from their supervisors.
- 86% have good communications with their supervisor.
- 53% feel they are part of the office team.
- 40% participate in decision-making when the issue concerns matters of secretarial interest or office procedures.
- 60% do not feel that they are asked to perform duties which are not part of their job.
- 73% feel they are encouraged to take training.
- 60% have not received any career counseling.
- 33% plan to remain in the secretarial field.
- 60% feel their career development prospects are the same or better under the new system than they were under the old.
- 33% had no suggestions to make to their supervisors for improving the secretary's work situation.
  - Suggestions that were made - in order of frequency:
    - Increase secretarial help.
    - Clarify duties.
    - Keep secretary informed of supervisor's schedule/activities.
    - Enhance secretarial position to next level.
    - Give secretary more responsibility.
    - Provide more space.
- 27% listed 'interruptions' as the number one obstacle to fulfilling duties. Others obstacles listed are:
  - Lack of space.
  - Lack of equipment
  - Lack of clerical help.
  - Out-building location.

31 July 1987

MEMORANDUM FOR: Edward J. Maloney

STAT

VIA:

C/HRP/MG/OIT

STAT

FROM:

SUBJECT: 1987 OIT Secretarial Survey Report

1. Fifteen survey forms were returned from the approximately forty that were distributed at the May 1987 OIT Secretarial Conference. The overall tone of these fifteen is mixed, but predominantly positive.

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3. Based on the results of this survey, the following ideas are recommended to OIT managers: keep the secretary better informed of the supervisor's schedules and activities, do more to make the secretary feel she is part of the office team, include her in decision making when issues are of secretarial interest or about office procedures, give the secretary more responsibility, and consider the possibility of enhancing the position to the next secretarial level.

4. I suggest sending copies of the report to the Group Chiefs and sending copies of the summary of the report to all OIT secretaries.

STAT

ATT A: Report from May 1987 Secretarial Survey.

ATT B: Summary of Report from May 1987 Secretarial Survey.

## REPORT FROM MAY 1987 OIT SECRETARIAL SURVEY

Approximately forty survey forms were distributed to secretaries at the May 1987 OIT Secretarial Conference. Following is a list of the questions with responses from the fifteen surveys that were completed and returned. All OIT secretaries will be sent a summary of the responses.

1. Are your duties clearly understood by both you and your supervisor? \_\_\_\_\_  
If "no", why not?

yes - 11  
no - 4

one comment indicated need for duty clarification between  
secretary and admin assistant.

2. Do you receive feedback from your supervisor?

yes - 10  
no - 1  
not much - 1  
most of time - 2  
a little - 1

3. Describe the type of communication you have with your supervisor.

good - 13  
poor - 1  
no comment - 1

4. Describe your position as a member of the Office Team.

Feels she is part of team - 8  
Feels she is not part of team - 1  
Tries to be part of team - 2  
No comment - 1  
3 people described position duties rather than team member feeling.

5. Do you participate in decision making?  
Explain -

Yes - 3  
No - 4  
Sometimes - 1  
On matters related to secretarial interest/office procedures - 6  
No comment - 1

6. What suggestion would you make to your supervisor for improving your work situation?

Clarify duties - 2  
Need more secretarial help - 3  
Position can be enhanced to next level - 1  
Keep secretary more informed of supervisor's plans - 2  
Give secretary more responsibility - 1  
Provide more space - 1  
No suggestions - 5



## REPORT FROM MAY 1987 OIT SECRETARIAL SURVEY

7. Are you asked to perform duties that you feel are not your job? \_\_\_\_\_  
If "yes", explain -

Yes - 5  
No - 9  
Unsure - 1

Some "yes" answers indicated performing other duties was not a problem.

8. Describe obstacles that prevent your fulfilling your duties.  
i.e. inadequate equipment, space, etc.

Interruptions	- 4
(phones, questions)	
Lack of clerical help	- 2
Out-building location	- 1
Lack of space	- 3
Lack of Conference Rooms	- 1
Lack of WANG	- 1
Lack of equipment	- 1
Noisy equipment	- 1
Lack of individual Delta Datas	- 1
None	- 3
No comment	- 2

9. Are you encouraged to take training?  
Explain -

Yes - 11  
No - 2  
Neither - 2

Two employees commented that even though they were encouraged to take training, they, themselves, felt that their work comes first and therefore did not take training.

One employee commented that her supervisor encouraged her to take training, but was reluctant to actually let her go when the opportunity came. "Double standard," she asked.

10. Describe any career counseling you have received.

None	- 9
From supervisor	- 2
From supervisor plus others	- 1
Through informal conversation	- 1
Never requested any	- 1
No comment (7 weeks with Agency)	- 1

11. Do you have a sense of accomplishment at the end of the day?

Yes	- 3
Sometimes yes/sometimes no	- 7
Most of the time	- 4
No comment	- 1

REPORT FROM MAY 1987 OIT SECRETARIAL SURVEY

12. Define your career goals.

Remain secretary - 5  
Leave secretary - 2  
Go into technical - 3  
Work with people - 1  
Undecided - 3

One was undecided between trying to advance higher in secretarial field and going into the computer field.

One commented, "Are there goals for secretaries?"

13. How would you rate your career development prospects under the new secretarial system?

1 Much better than the previous system  
6 Somewhat better than the previous system  
2 No different than the previous system  
1 Somewhat worse than the previous system  
    Much worse than the previous system

3 Not applicable  
1 Advancement is what you make of it  
1 No comment

One "somewhat better" commented that the new IS system needs clarification.

## SUMMARY OF REPORT FROM MAY 1987 OIT SECRETARIAL SURVEY

Approximately 40 survey forms were given to employees at the May 1987 OIT Secretarial Conference which was held at the McLean Hilton Hotel. Following is a summary of the responses from the fifteen surveys that were returned. OIT managers will be given a report that lists the questions and gives a breakdown count of the responses plus a few comments taken directly from the returned surveys.

- 73% feel that their duties are clearly understood.
- 67% get feedback from their supervisors.
- 86% have good communications with their supervisor.
- 53% feel they are part of the office team.
- 40% participate in decision-making when the issue concerns matters of secretarial interest or office procedures.
- 60% do not feel that they are asked to perform duties which are not part of their job.
- 73% feel they are encouraged to take training.
- 60% have not received any career counseling.
- 33% plan to remain in the secretarial field.
- 60% feel their career development prospects are the same or better under the new system than they were under the old.
- 33% had no suggestions to make to their supervisors for improving the secretary's work situation.  
Suggestions that were made - in order of frequency:
  - Increase secretarial help.
  - Clarify duties.
  - Keep secretary informed of supervisor's schedule/activities.
  - Enhance secretarial position to next level.
  - Give secretary more responsibility.
  - Provide more space.
- 27% listed 'interruptions' as the number one obstacle to fulfilling duties.  
Others obstacles listed are:
  - Lack of space.
  - Lack of equipment
  - Lack of clerical help.
  - Out-building location.

2/4

Becky--

STAT  
STAT  
STAT

The favorite speakers were [redacted]  
on the secretarial career service; [redacted]  
[redacted] speaking on  
professionalism of the secretary and the  
appearance of the executive secretaries (Brenda  
and Beckly) whom most of our secretaries had  
never laid eyes on. They also enjoyed the  
color analysis and wardrobe consulting but  
commented it was a bit too long and they  
wished Sheila had actually analyzed someone from  
the audience.

STAT

The McLean Hilton was elegant but some  
complained about the food which was a cold  
plate and somewhat exotic. They would have  
preferred a hot lunch, buffet style. [redacted]  
talking about professionalism in the office  
did not go over well at all--her way of  
speaking.

STAT

The whole day cost \$1400 for 60 people.  
Since the hotel had just opened [redacted]  
talked the management into greatly reducing  
the room rate (for publicity effect). The  
room only cost \$250 which probably wouldn't  
be possible now but it doesn't hurt to try.

STAT

I've attached a copy of the schedule and  
the questionnaire we gave to the secretaries.  
Good luck!



EVALUATION  
INTERAGENCY SECRETARIAL CONFERENCE  
WEDNESDAY, 27 May 1987

Instruction: Please circle the number which best expresses your reaction to each of the following items:

EVALUATION OF SPEAKERS

- |   |           |   |   |   |   |   |      |
|---|-----------|---|---|---|---|---|------|
| 1. Managers' presentation was:            | Excellent | 5 | 4 | 3 | 2 | 1 | Poor |
| 2. Executive Secretary's Overview was:    | Excellent | 5 | 4 | 3 | 2 | 1 | Poor |
| 3. IS & proposed Compensation System was: | Excellent | 5 | 4 | 3 | 2 | 1 | Poor |
| 4. Update on IS Career Service was:       | Excellent | 5 | 4 | 3 | 2 | 1 | Poor |
| 5. Chairman, AWUG presentation was:       | Excellent | 5 | 4 | 3 | 2 | 1 | Poor |
| 6. Color Analysis presentation was:       | Excellent | 5 | 4 | 3 | 2 | 1 | Poor |
| 7. Office Protocol presentation was:      | Excellent | 5 | 4 | 3 | 2 | 1 | Poor |

EVALUATION OF CONFERENCE

- |  |                  |   |   |   |   |   |      |
|--|------------------|---|---|---|---|---|------|
| 8. Organization of conference was:                           | Excellent        | 5 | 4 | 3 | 2 | 1 | Poor |
| 9. Activities presented were:                                | Very Interesting | 5 | 4 | 3 | 2 | 1 | Dull |
| 10. Overall you would rate conference:                       | Excellent        | 5 | 4 | 3 | 2 | 1 | Poor |
| 11. What did you like best about conference?                 |                  |   |   |   |   |   |      |
| 12. What did you like least about the conference?            |                  |   |   |   |   |   |      |
| 13. What changes would you recommend for future conferences? |                  |   |   |   |   |   |      |